



## COUNTY OF LOS ANGELES

### CHIEF INFORMATION OFFICE

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September 16, 2008

To: Supervisor Yvonne B. Burke, Chair  
Supervisor Gloria Molina  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

From: Richard Sanchez   
Acting Chief Information Officer

Subject: **ADVANCE NOTIFICATION OF INTENT TO ENTER INTO SOLE  
SOURCE NEGOTIATIONS WITH ADOBE SYSTEMS INCORPORATED  
FOR A MASTER SERVICES AGREEMENT**

This letter is to provide advance notification to your Board that the Chief Information Office (CIO) intends to enter into sole source negotiations for a Master Services Agreement (MSA) with Adobe Systems Incorporated (Adobe). An Adobe MSA will allow County departments to contract for Adobe advanced technical support and consulting services for the use and management of their software products. Following development of the MSA, a proposed Agreement will be submitted to your Board for approval.

### **BACKGROUND**

Currently, Adobe's software products serve an essential role in the effective operation of many of the County's computer systems. These products include Portable Document Format (PDF) readers, PDF generators, graphic manipulations, graphic designs, animations, publishing suites, web application development environments, electronic forms, and web conferencing. Although there are a limited number of vendors that can and have provided professional services using these products, a growing number of departments have expressed interest in utilizing Adobe's specialized technical services. These services are required to assist departments with successfully designing, deploying, configuring, modifying, and managing Adobe technologies. An MSA will provide a streamlined process for departments to have access to such services that can only be obtained from Adobe.

**JUSTIFICATION**

Adobe is one of the predominant Internet forms and application providers in the industry. County departments use the Adobe technologies to support and maintain various mission critical applications. Departments often require technical services for planning, designing, implementing, and managing systems that involve unique expertise that is not available from sources other than Adobe. The advanced technical nature of these services require knowledge of Adobe's proprietary computer source code, internal software functions and advanced programming interfaces and/or tools. In such situations, only Adobe – as the product manufacturer – is uniquely positioned to supply these specialized services and has direct access to the product developers.

Unless otherwise instructed by your Board, the CIO will proceed with the sole source negotiation with Adobe, and come back to your Board for MSA approval upon completion of such negotiation.

Should you have any questions, please contact me at (213) 974-2008 or in my absence, Frank Cheng, Associate CIO, at (213) 974-1772 or via e-mail at [fcheng@cio.lacounty.gov](mailto:fcheng@cio.lacounty.gov).

RS:FC:ygd

c: Ellen F. Sandt, DCEO, Operations, Chief Executive Office  
Sachi Hamai, Executive Officer, Board of Supervisors  
Raymond G. Fortner, County Counsel  
Information Systems Commission  
Board IT Deputies